

Remington Arms Co., Inc.
Product Service
Legal Case #:7018

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
251239	12/20/2011	12/7/2011	12/21/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Roger	Kight	4881 Private Rd 1612	West Plains	MO	65775		C 417 274 1444 E rkight148@hotmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1008	Fired on Bolt Closing	Unknown	
C	FBC - every once in a while			

12/7/11: Customer called in. He stated that his rifle will have a FBC every once in a while. No damage, No injury. He bought it used years ago & would like to pass it down to a family member. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	25803	C6703303	LM	2/14/1992
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD		N			

CONCERN: FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair						
	Repair/Replacement Cost	Repair/Replacement Date				

12/7/11: Mailing ARS & forms. df 1/11/12: Per Ilion - Could not duplicate concern. TA set screws altered. Replace TA, clean & test fire @ 1/2 normal cost - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/21/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		LM
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	

Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Not Functioning	BINDS
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	FINISH WORN/CHANGED
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

7018

December 7, 2011

COPY

24"
LMZK
3.5*
1012

Roger Kight
4881 Private Rd 1612
West Plains, MO 65775
Phone: 417-274-1444

Ref: # 7018, Model 700, Serial # C6703303

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results. I will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

enclosure

RECEIVED
DEC 22 2011

BY:.....

could not duplicate concern
T.A. set screws altered.
replace TPA, clear rest fire
at 1/2 normal cost.

Quote

Serial
Number:

C6703303

Model: 700



RE00251239

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

ATTN: Product Service



Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number	Serial Number / Description	Date of Request:	12/07/2011
SR00006063	C6703303	Date Printed:	12/07/2011
	Model 700 RIFLE		
Customer:		Destination:	
ROGER KIGHT		Arms Services	
4881 PRIVATE RD 1612		14 Hoefer Ave	
WEST PLAINS, MO 65775 US		Ilion, NY 13357 US	
Email:		Email:	
 Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.			
 Reason For Return			
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION			
 Service Request Section			
Product Service # 7018 - FBC			
 Parts And Service Details			
Material	Type	Description	Qty Needed Warranty Price Disc Amount
THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.			Sub Total: .00 Est Sales Tax: .00

Print

Reset

Model Number: 700		Serial Number: C6703303	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO & YES			
Name: ROGER RIGHT		Date of Purchase: RECEIVED AS GIFT 1993	
Address (no PO Boxes): 4881 PRIVATE ROAD 1612			
City: WEST PLAINS	State: MO	Zip: 65775	
Phone (Daytime): 417-274-1444		Fax: N/A	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) RKRIGHT148@HOTMAIL.COM			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: GUN HAS DISCHARGED 2 OR 3 TIMES while I HAVE OWNED IT. WHILE RAISING BOLT TO UNLOAD. IT ALSO HAS TO HAVE BOLT RELEASE PULLED BACK WHEN PUSHED DOWN. MY FINGER WAS NOT ON TRIGGER WHEN DISCHARGED. 500 characters left			
Ammunition Information:			
Manufacturer: REMINGTON		Type: 150 gr CORE-LOK	
Other (i.e. bullet weight/type, shot size, powder): WINCHESTER 150 gr			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	HOPPERS - Remington, Break Clean
How often do you clean the bore? (Months or Number of rounds)	AFTER EACH USE
How often do you clean the action? (Months or Number of rounds)	AFTER EACH USE
How often do you clean the trigger assembly? (Months or Number of rounds)	WHEN I CLEAN GUN
Brand of lubricant used:	Remoil
How often do you lubricate the bore? (Months or Number of rounds)	WHEN CLEAN
How often do you lubricate the action? (Months or Number of rounds)	WHEN I CLEAN IT
How often do you lubricate the trigger assembly? (Months or Number of rounds)	WHEN I CLEAN IT
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	IT HAS NOT BEEN
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<input type="checkbox"/> WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.	
:: Record the serial number of your firearm before sending it.	
:: Pack your firearm for safety and to prevent further damage in shipping and handling.	
Preferably,	
ship in a firearm box. (Note: Original boxes may not be returned.)	
:: Remove all accessories from your firearm to prevent loss or damage.	
:: Provide a return address on both the outside and inside the box. Shipments without a proper	

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

ARS LABEL REQUEST FORM

DATE: 12/07/2011	Service Request # SR00006063
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	
email address: I WILL MAIL LABEL	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
------------------	---

LABEL INFORMATION

MAIL LABEL TO:	ROGER KIGHT 4881 PRIVATE RD 1612 WEST PLAINS, MO 65775 US SR00006063 Email:
RETURN ITEM TO:	ILN Arms Services



4XX696 DEC 8, 2011 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969065451199 ALL CURRENCY USD
 REF 1:SR00006063
 REF 2:

HANDLING CHARGE 0.00		FRT: 3RD	
SHIPMENT PUB RATE CHARGES:		SVC T/P USD	
DV 0.00	COD 0.00	RS	0.50
DC 0.00	DGD 0.00		
AH 0.00	PR 0.00	ROD	0.00
TOT PUB CHG 10.27		PUB + HANDLING 10.27	

ATTN: Product Service





